



The Helper's Journey: Empathy, Compassion, and the Challenge of Caring in a Challenging Time

DESCRIPTION:

Working with people confronting grief, loss, trauma, illness and tragedy in all its forms is an intensely personal endeavor, bringing us into contact with the deepest parts of ourselves, and exposing us to the well-documented risks of burnout, moral distress, and compassion fatigue. This applies to all helpers within the TAPS community—professional clinicians, peer mentors, volunteers, and family caregivers as well. The challenges of the COVID-19 pandemic are elevating these risks, making even greater attention to *care for the caregiver* essential. Fortunately, a growing body of research and clinical wisdom now also tells us we can exert significant control over stress and its effects on us, and that we can often even wrest personal and professional growth from it. These positive outcomes are linked to an array of coping strategies and skills for strengthening emotional resilience, optimizing self-care, and increasing clinical effectiveness emerging from the fields of positive psychology, neurobiology, and psychotherapy.

In this workshop we will explore some of these key strategies and skills, including balanced empathy, mindfulness, cognitive-affective stress management techniques, self-compassion, strengthened social support, and a deepened sense of purpose and mission in the work. With these building blocks of resilience in place, we can counter exhaustion with vigor, moral distress with moral courage, and our suffering as helpers with its restorative meaning; we can transform and transcend stress, fulfill our purpose in the work, and live a life aligned with cherished values. This program is meant to provide an opportunity to reflect on how you can find balance on the helping journey—balance between the demands you face and the resources you have to meet them, between giving to others and giving to yourself.

PROGRAM DETAILS

This presentation features an experienced professional offering his own expertise on the topic. On the screen, you will see the slide presentation and will be able to hear the expert talking and presenting. If you login for the live version of the program, you'll also have the opportunity to email or text the expert questions that he will discuss and answer during the program's Q & A session.

LIVE DATE: April 20, 2021
TIME: noon – 1:30pm ET
ON-DEMAND: through April 19, 2022
LENGTH: 90 minutes
CEs: 1.5 hour for a variety of professional boards
CE FEE: \$25 per certificate
TARGET AUDIENCE: Health care clinicians, social service clinicians, counselors and others working in or providing counseling in the hospice, palliative care, counseling, hospital, or nursing home environments.

*CE credits are included in the price of registration for the in-person event and for the live webcast
This program will be live on the air date, recorded and made available for on demand viewing.

CONTINUING EDUCATION (CE) CREDITS

TAPS Institute for Hope and Healing is seeking to offer continuing education credit. This program is valid for 1.5 hour of CE credit for the following anticipated professional boards. *Please check our website for updates.* The CE cost is \$25 per certificate. CE credits are available until April 19, 2022.

- **National Association of Social Work Boards (NASW)**
This program is approved by the National Association of Social Workers for 1.5 Social Work continuing education contact hours. **Approval expires 3/31/2022***. Accepted/recognized in all states except MI, NJ, NY, NC, & WV.
**Program and online CE process must be completed prior to expiration for NASW CE credit to be awarded*
- **Alabama State Nurses Association an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation**
Pending – please check back for updates on approval status.
This activity has been submitted to Alabama State Nurses Association for approval to award contact hours. Alabama State Nurses Association is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.
For more information regarding contact hours, please call TAPS Institute for Hope and Healing at 800-959-8277.
- **National Board for Certified Counselors (Approval for LIVE course only)**
The Helpers Journey: Empathy, Compassion, and the Challenge of Caring in a Challenging Time has been approved by NBCC for NBCC credit. TAPS Institute for Hope and Healing® is solely responsible for all aspects of the program.
- **Commission for Case Manager Certification (CCMC)**
This program has been pre-approved by the Commission for Case Manager Certification to provide continuing education credit to Certified Case Managers (CCMs).
- **Association for Death Education and Counseling (ADEC)**
Pending – please check back for updates on approval status.
- **The American Institute of Health Care Professionals, Inc. and the American Academy of Grief Counseling**
This continuing education program has been approved by The American Institute of Health Care Professionals, Inc. & The American Academy of Grief Counseling for 1.5 contact hours of continuing education credits.
- **Academy of Professional Funeral Service Practice (APFSP)**
Approved for 1.5 Contact Hours (APFSP Category B, 0.15 CEUs, Instructor Led/Web).
- **Association of Professional Chaplains**
Association of Professional Chaplains does not pre-approve programs; a Certificate of Attendance will be issued and may be submitted to the board for use in reporting continuing education hours
- **Certificate of Attendance**

*Approval numbers will be provided on CE certificate

TECHNICAL REQUIREMENTS

To view this online program, you will need a computer and screen, reliable internet access, and speakers. If you are showing to a large group, you will need a way to project on a large screen and a sound amplification system. Please test your system ahead of time to ensure you have the capabilities to view and hear the program, as HFA does not provide refunds on registration. Please be sure to test on the SAME equipment you will use on the day of the program viewing.

TEST LINK for Audio and Video: <https://zoom.us/test>

Technical Questions? Please go to <https://zoom.us/> and click “support”

REGISTRATION

There is no registration fee for this program.

Register directly online at <https://helpersjourney.eventbrite.com> or contact TAPS Institute for Hope and Healing® at 800-959-5277 or email Institute@taps.org.

Course materials will be emailed to registered users and will also be available on the TAPS Institute for Hope and Healing® website at <https://www.taps.org>. Materials include log-in information (viewing instructions and technical information), CE instructions, the program's slides, and additional program material. *Information will be posted and/or emailed as soon as they become available.*

LEARNING OBJECTIVES

At conclusion, participants will be able to:

1. List the key features and causes of burnout, compassion fatigue and moral distress and self-assess on these dimensions
 2. Identify strategies for strengthening resilience and stress-related personal and professional growth
 3. Identify the added challenges the COVID pandemic presents for coping with and transcending the stress of caregiving.
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PROGRAM OUTLINE

The challenges the COVID pandemic presents to helpers (10 minutes)

Person-centered care: What it asks of us (10 minutes)

Resilience-enhancing principles and strategies (60 minutes)

A transactional model of stress

Burnout, compassion fatigue, and moral distress

Balanced empathy

Mindfulness

Self-compassion

Positive reappraisal

Setting limits

Strengthening social support

Self-care restorative activities

Integrating and transforming loss

Take action

Find purpose, meaning, eudaimonic well-being

Question and Answer Session (10 minutes)

COURSE COMPLETION REQUIREMENTS

Participants must attend the entire 1.5 hour program. Partial credit is not awarded. Participants must also complete the entire CE process online, before the CE deadline (see above for specific CE deadlines). In order to go online, attendees will need to enter in a Course Code, which is only provided at the end of the program. The online CE process includes a required evaluation form and exam. The exam must be completed at 80% or above (the exam may be re-taken, if necessary). Attendees will be able to choose the board they wish to receive credit from (from the approved list of boards*) and will then be able to print their CE certificate immediately after completing all CE requirements online (on the TAPS Institute for Hope and Healing® CE site at educate.hospicefoundation.org).

*A complete list of board approvals for this webinar program will be posted to this document (see above). Please check back for updates on the approval status for each board.

EXPERT PANELISTS

Dale G. Larson, PhD, (BA, University of Chicago; PhD, U.C. Berkeley), is Professor of Counseling Psychology at Santa Clara University, where he directs graduate studies in Health Psychology. A clinician and researcher, he is a Fulbright Scholar, a Fellow in the American Psychological Association, and member of the International Work Group on Death Dying and Bereavement. His recent book, *The Helper's Journey: Empathy, Compassion, and the Challenge of Caring*, received a Book of the Year award in the hospice and palliative care category from the *American Journal of Nursing*. He was Senior Editor and a contributing author for *Finding Our Way: Living with Dying in America*, the Robert Wood Johnson funded national newspaper series that reached 7 million Americans. His scholarly publications on grief and loss, grief counseling, stress and stress management in health professionals, and self-concealment and secrets are widely cited, both in the scientific literature and in the popular media. Dr. Larson is a frequent keynote speaker at national and international conferences and received the Association for Death Education and Counseling Death Educator Award in 2016, and was honored as honored as an Innovator of Hospice and Palliative Care by the National Hospice Foundation in 2018.

REVIEWER

Lynda Shand, CHPN, CNE, RN, PhD, Associate Professor, Mercy College

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CE Credits for this program may only be obtained through TAPS Institute for Hope and Healing®. CE instructions will be provided prior to the live air date and to attendees at the end of the program.

SPECIAL ACCOMMODATIONS FOR DISABILITY (ADA)

Reasonable accommodation may be made available, on an individual basis. To request accommodation, please contact TAPS Institute for Hope and Healing® via email at Institute@taps.org or call 800-959-TAPS (8277).

CONFLICT OF INTEREST

Planners (Panelist and Review Committee Members) disclose no conflict of interest relative to this educational activity.

FOR QUESTIONS, COMMENTS, OR ADDRESSING GRIEVANCES

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